

STATEMENT OF WORK
Janitorial Services
VA Pacific Islands Health Care System
Kauai CBOC
Suite 150

SCOPE

Contractor shall furnish all labor, supervision, equipment, supplies, materials, transportation and resources necessary to provide janitorial services for the Department of Veterans Affairs Community Based Outpatient Clinic at **4485 Pahe'e St, Suite 150, Lihue, HI 96766** as specified below.

GROSS Area (Sq. Ft.) = 5,771

Approximate Cleaning Area = 5,059 GSF

A.1. BASIC CLEANING AND ASEPTIC CLEANING SERVICES

The contractor shall accomplish all cleaning tasks in keeping with industry standard to meet requirements of this Statement of Work (SOW) and the minimum cleaning frequencies established herein. Contractor shall have no more than five Contracting Officer's Representative documented customer complaints per month, per section.

A.1.1. ACRONYM: CO – Contracting Officer; COR – Contracting Officer's Representative; HAMS – Hospital Aseptic Maintenance Services ; VAMC – VA Medical Center.

A.1.2. Hours of Operation: Cleaning of this facility shall take place Monday through Friday after normal duty hours of the facility except Federal Holidays. The COR must approve any changes to the contractor's schedule in advance.

A.1.3. Maintain Floors: All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed and spray buffed as needed to ensure they have a uniform, glossy appearance and are free from dirt, debris, dust, scuff marks, other stains and discoloration, and other foreign matter. Baseboards corners, and wall/floor edges shall also be cleaned. All moved items shall be returned to their original and proper position.

A.1.4. Removal of Trash: All trash containers shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Any soiled or torn plastic trash receptacle liners shall be replaced. The trash should be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter and free of odors.

A.1.5. Clean and Disinfect Patient Exam Rooms: Completely clean, disinfect and polish all dry surfaces of exam tables, drinking fountains, sinks and plumbing fixtures. After cleaning, receptacles will be free of deposits, dirt, streaks and odors.

A.1.6. Clean Interior Glass/Mirror: Clean all interior glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water or other foreign matter.

A.1.7. Clean Carpets: Spot clean or shampoo dirty carpets over an area of two square feet or less. Spots shall be removed immediately.

A.1.7.1. Vacuum and Clean Floor Mats: Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

A.1.8. General Spot Cleaning: Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to, removing or cleaning smudges, fingerprints, marks, streaks, spills, etc. from washable surfaces of walls, partitions, vents, grillworks, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

A.1.9. General Dusting: All horizontal surfaces shall be dusted or cleaned to eliminate dust collection.

A.2. BASIC RESTROOM CLEANING SERVICES

The contractor shall accomplish all cleaning task to meet the requirements of this SOW and the minimum cleaning frequencies established herein and the standards established in the Quality Assurance Surveillance Plan. Contractor shall have no more than five COR documented customer complains per month, per section.

A.2.1. Clean and Disinfect: Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mat, dispensers, plumbing fixtures, saunas, partitions, doors, walls and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks and odors. Disinfect all surfaces of partitions, stalls doors, entry doors (including handles, kick plates, ventilation grates, metal guards, etc.), and all wall areas adjacent to wall mounted lavatories, urinals and toilets.

A.2.2. Descale Toilets Bowls: Descaling shall be performed monthly at a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine and rust stains.

A.2.3. Sweep and Mop: After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or even an evidence of soil, stain, film or standing water. Movable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc. as necessary to maintain sanitary conditions and a clean, uniform appearance.

A.2.4. Stock Restroom Supplies: Contractor shall ensure restrooms are stocked sufficiently so that supplies, including soap for the soap dispenser, paper towels, toilet seat cover and toilet paper, do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, the contractor shall refill within (5) hours of notification.

A.3. PERIODIC CLEANING SERVICES

A.3.1. Strip, Scrub and Wax Floors: Strip, scrub, seal and wax floors as necessary to maintain a uniform glossy appearance. A non skid wax is required. A uniformed, glossy appearance is free of scuffmarks, heel marks, wax build-up, and other discoloration.

A3.2. Clean Interior Windows: Clean glass surfaces that are over seven feet high. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills and glass.

A.3.4. Clean / Shampoo Carpets: ALL carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles and other items shall be moved to clean carpets underneath and returned to their original location.

A.3.5. Exam Rooms / Procedure Room Cleaning: All floors shall be cleaned and maintained per acceptable industry standards that reduce the risk of cross contamination to patients and staff.

A.4. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES

Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area or room covered under this contract. The contracting officer shall order cleaning services through the issuance of a modification for the appropriate and required work/task. Contractor shall begin emergency work, as determined by the COR and the contracting officer, within one hour of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event. Completion schedule will be determined for each modification.

A.5. CONTRACTOR FURNISHED ITEMS

All equipment, supplies (including paper towels, toilet paper, soap, etc.) are to be contractor-furnished. Contractor is responsible for having a chemical inventory on hand and Material Safety Data Sheets (MSDS) at the VA Facility for all chemicals and cleaning agents used. Contractor will not use or bring in any chemical agent to the VA Facility without an MSDS. The following are cleaners and germicides that have been approved by the VA Infection Control Committee and may be used for this contract: Pine Oil Soap Concentrated, Sanichlor (for toilet), Envy (for counters), Sanifresh, Stainless Steel Cleaner (for sink), Spearmint Germicidal Cleaner (for floors), Lysol I.C. Antimicrobial Soap (for hand washing).

A.6. GOVERNMENT FURNITURE ITEMS

The government will provide one room for contractor's use.

A.7. CONTRACTOR STAFF REQUIREMENTS

A.7.1 The contractor shall be responsible for ensuring all employees receive training appropriate for work in a medical office setting, for maintaining patient privacy, and have the appropriate background investigation completed. Any staff assigned for the performance of this contract shall have the ability to speak and read fluently in English. Reasonable accommodation will be provided whenever possible for a contractor employee with disabilities (i.e. hearing impaired, etc.).

A.7.1.1. The contractor is responsible for ensuring that janitorial personnel are trained in the proper utilization of personal protective equipment, wear such equipment as appropriate while cleaning, and are trained in proper cleaning procedures.

A.7.1.2. The contractor shall not allow any employee who has not received radiation safety training to enter a restricted area. The contractor shall also be responsible for ensuring all employees follow NCR regulations, the requirements of the VAMC, NCR License, and VAMC regulation regarding safety. These include maintaining proper security in restricted areas, unlocking and locking restricted areas, and ensuring radioactive waste is not discarded as normal trash.

A.7.2. Shift Leader: The contractor shall appoint a supervisor for the work being performed under the terms of this contract. The supervisory housekeeper will be able to respond to the clinic site within 1.5 hours of notification by the COR.

A.7.3. Personnel Rosters: Current written rosters of all regular and alternate employees will be provided to the CO and COR. Employees not listed will not be allowed to work in the facility. (Also see paragraph A.7.6)

A.7.4. Alternate / Backup Employees: The contractor shall ensure sufficient backup employees are trained and have the appropriate background investigation completed.

A.7.5. Employee Physical Examination: Contractor's employees are required to have a physical examination prior to work on this contract. Each employee is expected to be in good physical health and able to work in patient care areas without risk to the patients. No personnel shall be assigned to this contract that are not in good physical health or pose a risk to patients. Contractor's personnel who acquired a communicable illness shall not perform service under this contract and shall be free of illness before returning to work.

A.7.6. Employee Background Investigations: Contractor's employees are required to have a background investigation initiated prior to performance on this contract. A list of employee names (first, middle and last); social security numbers; date of birth; place of birth; country of birth; and email address will be required. Please also identify a contractor point of contact (POC); POC (business) address; POC phone number; and POC email address.

A.7.6.1. The contractor is ultimately responsible for the background investigation. Notification will be sent via email if additional information is needed, and the contractor must respond. (See Attachment 3)

A.7.6.2 Security: Security Accreditation Package is required and will be provided to the contractor to complete prior to commencing work. Contractor personnel will have NO access to VA sensitive information in their work/service area.

A.7.7. Records: Records of all employees training shall be maintained by the contractor and made available to the COR upon request.

A.7.8. Miscellaneous: Contractor personnel shall not consume food, snack, drinks, or tobacco products except during specified break periods in appropriate designated break/smoking areas. Unauthorized smoking, eating, theft or pilferage by contractor personnel shall constitute adequate cause for the Government to require the contractor immediately remove the offender(s) from employment on the medical facility premises for the duration of this contract.

A.8. QUALITY CONTROL/ QUALITY ASSURANCE

A.8.1. Quality Control: The contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent and ensure non-recurrence of defective services and to support the Quality Assurance Surveillance Plan (QASP). At a minimum, the contractor shall develop quality control procedures addressing the areas identified in sections A.1., A.2., A.3., and A.4. In compliance with clause FAR 52.246-4 entitled "Inspection of Services--Fixed-Price" the contractor shall provide a Quality Control Plan that contains, at a minimum, the items listed in paragraph A.8.1.1. through A.8.1.4. to the contracting

officer for acceptance. The contracting officer will notify the contractor of acceptance or required modification and obtain acceptance of the plan by the contracting officer/COTR before the contract start date. The plan shall include:

A.8.1.1. A description of the inspection system to cover all services specified in the statement of work. Description shall be specific as to areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organization placement of the inspectors. Additionally, control procedures of any government provided keys or lock combinations should be included.

A.8.1.2. A description of the methods to be used for identifying and preventing defects in the quality of service performed.

A.8.1.3. A description of the records to be kept to document inspections and corrective or preventive actions taken.

A.8.1.4. The records of inspections shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

A.8.2. Contractor Quality Control Program: Contractor shall have a quality control program to assure all requirements of the contract are provided as specified. The program shall be continuously improved and is therefore documented in loose-leaf manual format. The program shall include, but is not limited to, the following:

A.8.2.1. Written work instructions/procedures, procedures and product descriptions to implement contractual obligations. The preparation and maintenance of, and compliance with, these instructions shall be audited as a function of the Contractor's Quality Program to assure compliance with or timely changes to the instructions. The COR shall be on document distribution for all formalized changes to the Contractor's Quality Control Program. The COR will request corrective action to improve the quality of patient care or cure damage to the facility.

A.8.2.2. An inspection system covering the HAMS services stated in the Statement of Work. This inspection system shall include at a minimum, daily sampling inspection of the rooms.

A.8.2.3. A method of early detection and correction of assignable conditions adverse to the quality of service, to include analysis or corrective action records (including customer complaints) in order to determine causes of defects. This method will include providing timely written explanation/documentation of the defectiveness and correction of cause in response to Government corrective action requests, also include bacteriological monitoring when necessary.

A.8.2.4. Written work instructions in accordance with paragraph A.8.2.1. for maintenance and use of inspection records and audit documentation. The quality control program shall assure the

records are complete and reliable. Reliable records are objective evidence of the existing or past quality of service.

A.8.2.5. Written work instruction in accordance with paragraph A.8.2.2. to implement quality trend analysis and documentation of management action taken as a result of the analysis of quality data (including contractor and government records, complaints and audit result).

A.8.2.6. The contractor shall provide to the COR the HAMS Policy and Procedure Manual that was submitted with the technical proposal to implement the HAMS program.

A.8.3. Quality Assurance Monitoring

a. The Government will monitor the contractor's performance to assure that the performance thresholds and standards of performance are met in accordance with the statement of work and the QASP. In accordance with FAR 52.212-4 (a) "Inspection/Acceptance" the Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price.

b. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance standards describe the minimum acceptable level of the required service. These thresholds are critical to mission success.

c. The Government COR will evaluate the services required to ensure compliance.

d. The contractor shall perform all work required in a satisfactory manner in accordance with the SOW. The COR will not consider the task completed until all deficiencies have been corrected.

e. The Government COR will inspect all work to ensure contract performance on a monthly basis.

f. The Government COR will receive complaints from facility personnel and pass them on to the contractor's quality inspector for correction.

g. The inspection period is monthly with twelve one-month periods during the year. Inspection period will be from the first of the month through the last day of the month. The COR should receive no more than five complaints. The COR will record results of the inspection, noting the date and time of the inspection. If inspection indicates unacceptable performance, the COR will notify the supervisor or quality inspector. The contractor shall be given two hours after notification during shift hours to correct the unacceptable performance. Report period is monthly. However, complaints are by task.

h. More than 5 COR documented complaints during the report period will result in a formal notice of unacceptable services to the Contracting Officer at the end of the report period.

A.9. BUILDING SECURITY AND CONSERVATION

A.9.1. The cleaning staff will perform tasks only during the hours of 0800 to 1500 with the exception of carpet cleaning and/or stripping and waxing of floors. No weekends or Holidays.

A.9.2. Written work instructions are required to implement the requirement for building security. The contractor shall check out and return keys from Government employee or allowed access from Government Employees to all buildings and rooms/areas requiring cleaning. A Government employee will accompany contractor personnel when access to certain secured areas is necessary. The contractor shall be responsible for immediately reporting the occurrence of a lost key to the COR or the VAMC Chief Administrative Officer. The Government at the contractor's expense (including rekeying all doors that were affected by the lost key) shall replace any key lost by contractor personnel. In the event a master key is lost or duplicated, the Government shall replace all locks and keys on that system and the total cost deducted from the monthly payment due the contractor. If a standard key is lost, the Government shall replace the lock for that room and the total cost deducted from the monthly payment due the contractor.

A.9.3. Contractor's employees shall not allow anyone use of any key in their possession. They shall not open locked rooms or areas to permit entrance by persons other than contractor employees performing assigned duties. All rooms/areas unlocked for cleaning shall not be left unattended during the cleaning process and shall be locked by contractor personnel after completion of cleaning duties.

A.9.4. If any difficulty is encountered in keeping areas locked or windows closed, the COR shall be notified.

A.9.5. Contractor personnel shall turn off all lights they turned on when entering an area.

A.9.6. The contractor shall provide evidence that its employees are trained for providing janitorial services for healthcare facility in all aspect of cleaning and in the use of all chemicals utilized by the contractor. The contractor shall ensure that a minimum of 20 hours job specific training is conducted per year. Training shall include the following:

A.9.6.1. Minimum Contractor-Furnished Training: Initial training shall cover the following topics listed in 29 Code of Federal Regulation (CFR) (Labor) 1910.1-1910.145 and include the item listed below.

A.9.6.2. General orientation of basic bacteriological concepts, including the basics of how disease is caused and transmitted, how it can be prevented, reduced or contained through proper environmental sanitation methods.

A.9.6.3. Infection control orientation, relating duty functions to the technical provisions of this specification.

A.9.6.4. Proper use and handling of germicidal detergents, supplies and equipment.

A.9.6.5. Care and maintenance of contractor and government furnished properly.

A.9.6.6. Familiarization with local fire prevention and safety procedures.

A.9.6.7. Familiarization with applicable facility policies/regulations and their effect on sanitation services.

A.9.6.8. Familiarization with the contractor's procedures manual.

A.9.6.9. Individual duties and responsibilities.

A.9.6.10. Procedures for replenishing cleaning supplies and obtaining equipment repair.

A.9.6.11. Role of contractor's personnel in the facility and their impact on patient care.

A.9.6.12. Techniques/methods for measuring quality of work performance.

A.9.6.13. Basic orientation to the facility, function, mission, goals

A.9.6.14. Facility emergency fire and disaster program

A.9.6.15. Hazardous Communication Standard

A.9.6.16. Utility Operation

A.9.6.17. Standard Precautions

A.9.6.18. Emergency Preparedness

A.9.6.19. Body Mechanics/Lifting

A.9.6.20. Accident Reporting

A.9.6.21. Sexual Harassment

A.9.6.22. Ethics

A.9.6.23. Refresher Training: The contractor is required to provide employees annual refresher training within 30 days of the exercise of each option year. Records of all employee refresher training shall be maintained by the contractor and submitted to the COR within 30 days of such training to verify that refresher training has been accomplished. The contractor shall notify the COR as to when new annual training is required.

A.10. SAFETY REQUIREMENTS

A.10.1. The contractor shall take safety precautions as are necessary to protect the lives and health of the occupants of the building during performance of contract requirements. The contractor shall immediately correct any fire and safety deficiencies caused by his/her personnel.

A.10.2. Handling of Infectious Medical Waste (“Red Bag” Waste and Sharps”) Containers:

The contractor’s employees may be required to collect biohazard “Red Bag” waste and solid, enclosed “Sharps” containers from the medical facility exam and treatment rooms, and to deposit the bags and containers in designated biohazard waste containers (usually located outside and at the rear of the facility in a locked cage or storage facility).

A.11 MISCELLANEOUS REQUIREMENTS:

A.11.1. Invoices:

Vendor Electronic Invoice Submission Methods

Facsimile, e-mail, and scanned documents are not acceptable forms of submission for payment requests. Electronic form means an automated system transmitting information electronically according to the accepted electronic data transmission methods below:

1. VA’s Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, OB10, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://ob10.com/us/en/veterans-affairs-us/> to begin submitting electronic invoices, free of charge.
2. A system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) chartered by the American National Standards Institute (ANSI).
The X12 EDI Web site (<http://www.x12.org>).

Vendor e-Invoice Set-Up Information:

Please contact OB10 at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or OB10, please contact the FSC at the phone number or email address listed below:

- OB10 e-Invoice Setup Information: 1-877-489-6135
- OB10 e-Invoice email: VA.Registration@ob10.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: yafscshd@va.gov

A.11.2. Performance Period: The performance period is a base year of 12 months beginning October 1, 2015 through September 30, 2016, and four one year option periods through September 30, 2020.

A.11.3. Federal Holidays: VA observed Federal Holidays are:

New Years Day
Presidents Day
Independence Day
Columbus Day
Thanksgiving Day

Martin Luther King Jr.'s Holiday
Memorial Day
Labor Day
Veterans Day
Christmas Day

A.12. MODIFICATIONS: Any modification to the contract shall be in writing. The CO will approve and prepare any modifications to the contract.

A.13. QUALIFYING CORPORATE EXPERIENCE REQUIREMENTS

Offers will be considered only from firms who are, in the judgment of the contracting officer, well-established in the janitorial business, are financially responsible and able to show evidence of resources, experience and qualifications necessary to render service under the contract.

A.14. DESIGNATION OF CONTRACTING OFFICER'S REPRESENTATIVE (COR)

A COR will be designated to represent the CO in furnishing technical guidance and advice under this contract. The foregoing is not be construed as authorization to interpret or furnish advice and information to the Contractor relative to the financial or legal aspect of the contract. Those matters are the responsibility of the CO and shall not be delegated.

A.15. The CO is responsible for the administration of this contract. The CO is the only individual authorized, to the extent indicated in this contract, to take actions on behalf of the Government, which may result in changes in the contract terms, to include deviation from the statement of work, details, and performance schedules. Communications pertaining to contractual matters shall be addressed to the CO. No changes in or deviation from the scope of work shall be affected without a written modification to the contract executed by the CO. No oral statements of any person whosoever will in any matter or degree modify or otherwise affect the terms of this contract.

A.16. SITE SPECIFIC REQUIREMENTS

A.16.1 DAILY

- a.** Empty trash receptacles in accordance with paragraph A.1.4.
- b.** Dust mop and damp mop in accordance with paragraph A.1.3.
- c.** Spot clean and vacuum all carpeted areas in accordance with paragraph A.1.7. through A.1.7.1.
- d.** Clean glass / mirror in accordance with A.1.6.

- e. Disinfect exam tables, sink and drinking fountains in accordance with paragraph A.1.5.
- f. Disinfect cabinets in exam rooms, top of shelves: free standing gooseneck light fixtures, and vinyl chairs.
- g. Clean and restock restrooms in accordance with section A.2.
- h. Clean the entrance walkways and stairways.

A.16.2. WEEKLY (FRIDAYS)

- a. Spot clean all walls, doors and frames.
- b. Clean storage areas, clean, organize and restock janitorial storage area.
- c. Clean and vacuum vents, fans and upholstered furniture.
- d. Descale restrooms.

A.16.3. QUARTERLY SERVICES (DECEMBER, MARCH, JUNE & SEPTEMBER)

- a. Clean the air conditioning registers and clean the ceiling tile next to the registers.
- b. Strip and wax all floors. In the exam rooms, furniture must be removed prior and then replaced. Baseboards shall also be cleaned.
- c. Shampoo all carpeted areas to include moving and replacing furniture.

A.16.4. SEMIANNUALLY (NOVEMBER & FEBRUARY)

- a. Wash inside and outside of all windows.
- b. Clean all upholstered furniture.

A.16.5. ANNUALLY (MARCH)

Wash all Venetians blinds (or windows covering): vacuum all drapes in place.

(End of Statement of Work)